

Transforming Wichita

Transforming Wichita is the journey by which we are fundamentally changing the way we measure, report and perform the work of delivering services to the citizens of Wichita. Our Vision:

- For Wichita to be a premiere Midwestern city where people want to visit, live and play (as envisioned in *Visioneering Wichita*).
- For Wichita City government to be a model of world class city governance – where citizens are getting the best possible value for their dollars and the City has the public's confidence and trust. For this vision to be attained, we have to adapt to change!

While we are doing a lot of things right, we can't be complacent, resting on our laurels from past successes. The paradox is that we must retain faith that the future is bright, while being willing to face challenges of our current situation. We must be willing to challenge every aspect of how we're doing things today. We must position ourselves for the future.

We will do this by transforming City government into a high performance organization that:

- Focuses on results
- Understands what results matter most to their customers
- Makes performance matter
- Moves decision-making down and out to the front-line, closest to customers; and
- Fosters an environment of excellence, inclusiveness, accountability, learning and innovation.

Through *Transformation Wichita*:

- We deliver outstanding results that matter to our customers and are trustworthy stewards of the funds with which citizens have entrusted us;
- We utilize team work and the best business processes, supported by modernized information systems that facilitate collaboration with our partners;
- We measure and report on our work, using a balanced scorecard that shows progress and results in how we carry out programs and activities, so that performance matters; and
- We engage in work that produces results that matter for our customers; we will work with colleagues in an environment where learning enriches us and innovation expands our potential.

More about *TW*

TW is the journey by which we will be fundamentally changing the way we deliver services to the citizens of Wichita. Our vision is for Wichita to be a premiere Midwestern city where people want to visit, live and play and for the city government to be a model of world class city governance where citizens receive the best possible value for their tax dollars and have confidence in their city government.

While the City is doing a lot of things right, we can't be complacent. We must be willing to challenge every aspect of how we're doing things today and position ourselves for the future.

We will accomplish this by transforming City government into a high performance organization that:

- Delivers outstanding results that matter to our customers and is a trustworthy steward of the funds with which citizens have entrusted us;
- We utilize team work and the best business processes, supported by modernized information systems that facilitate collaboration with our partners;
- We measure and report on our work, using processes that show progress and results in how we carry out programs and activities; and
- We engage in work that produces results that matter for our customers.